

ABSTRACT OF THE DISCLOSURE

A method and a system for maintenance of an elevator or escalator installation via at least one data transfer device, performance-relevant data are transferred from the elevator or escalator installation to a physically separate maintenance center. In the maintenance center the performance-relevant data are linked by at least one data processing system with at least one operating parameter to form an installation capacity utilization. A protocol with respect to the installation capacity utilization is transmitted to the customer by at least one data transfer device.